

Words to Learn and Remember

Appeal A telephone or written request made to the health plan to change a decision.

Care Manager Person who arranges and coordinates your child's healthcare.

Health Maintenance Organization (HMO) A company that contracts with doctors and other healthcare professionals who work together to take care of your child's medical needs.

Medicaid Federal program that pays for health services for certain groups of people. Paid for with federal and state money. In New Jersey, this program is known as NJ Care 2000+.

Member Services Department of an HMO that you may call for help with problems, questions, and/or complaints.

Primary Care Provider (PCP) Healthcare provider you select from the HMO network to provide your child's basic medical care and referrals.

Prior Authorization Permission from the HMO before some services can be provided, such as tests, surgery, or other procedures.

Referral Written approval from your child's PCP to receive care from a specialist.

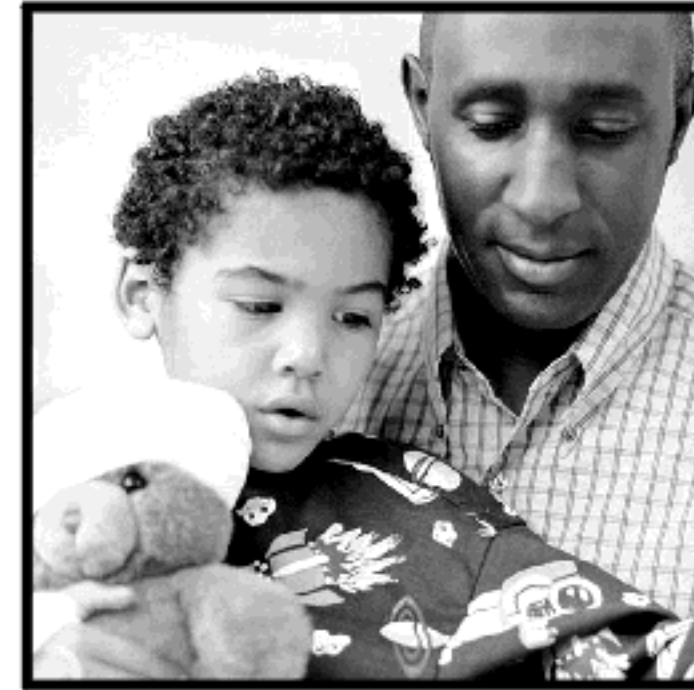
Specialist A doctor like heart doctors, neurologists, orthopedists, and others who specialize in one area of healthcare.

SSI Disability (Supplemental Security Income) A program which provides for SSI payments to individuals, including children under 18 years of age, who are disabled and have limited income and resources.

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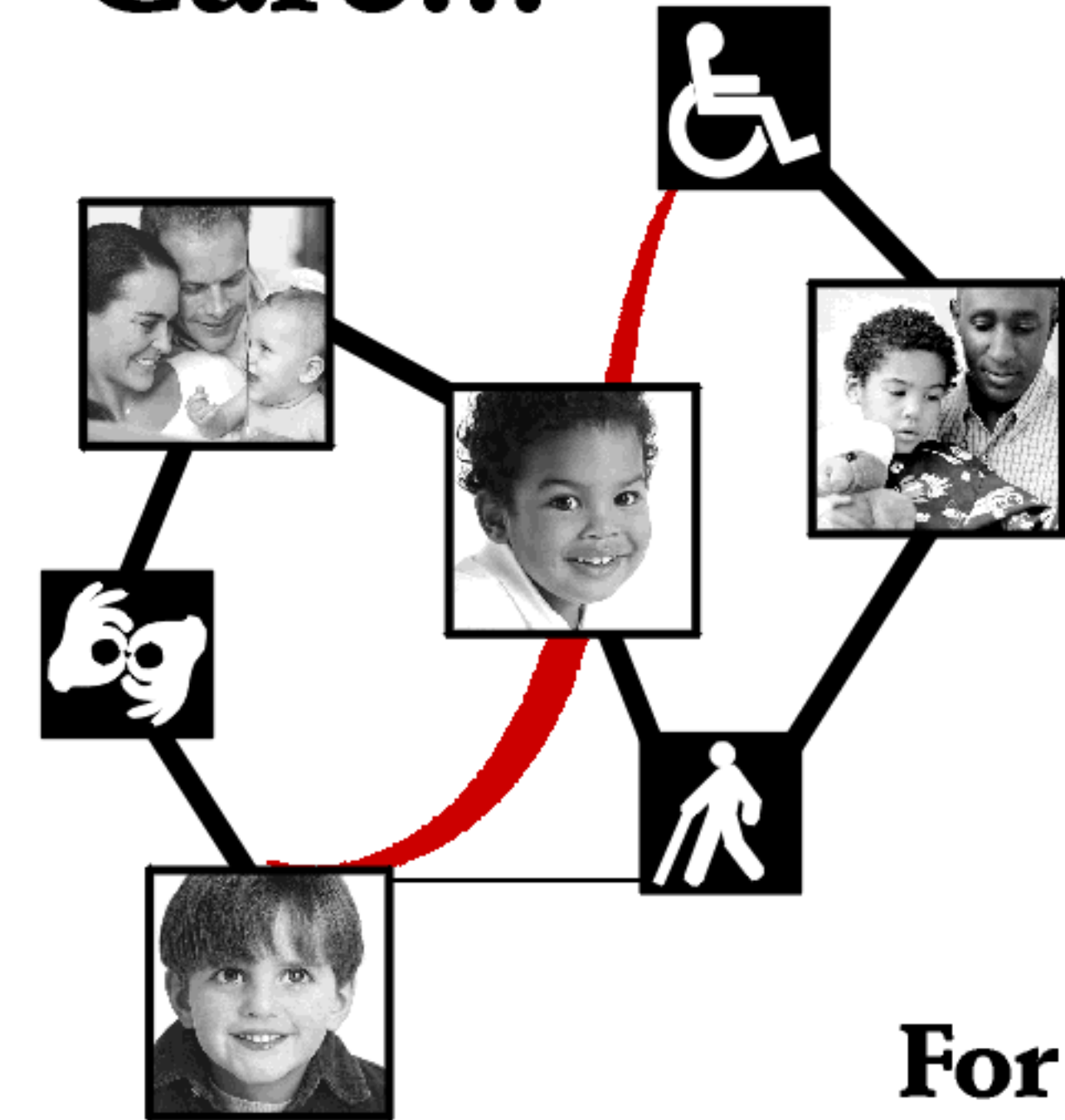
New Jersey Department of Health and Senior Services
Special Child, Adult and Early Intervention Services
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Finding Your Way through Medicaid Managed Care...



For New Jersey Families with Children with Special Needs

Medicaid Number _____

HMO Number _____

Medicaid* managed care in New Jersey is changing rapidly.

Children with special needs are being enrolled in this system. To help you as parents/caregivers, this brochure has been developed with other parents, healthcare professionals, advocates, and Medicaid **health maintenance organization (HMO)** representatives.

All children on **SSI Disability** who do not have Medicare will be included in Medicaid managed care. Medicaid/NJ KidCare has an agreement with HMOs to provide the best possible care for your child. With help from your HMO and/or the state agencies listed in this brochure, you will learn how to get the healthcare your child needs through New Jersey Medicaid managed care.

If Medicaid managed care is new to you, it is helpful to remember:

- ◆ You can only use **providers** and hospitals from the HMO network you choose, unless it is an emergency, or if you get **prior authorization**
- ◆ If you think your child is having an emergency, call 911 or go to the emergency room nearest you
- ◆ A **care manager** will be assigned to your child by his/her HMO. You may talk about your child's needs with that person
- ◆ Choose one **primary care provider (PCP)** who keeps track of all your child's care
- ◆ Your child's PCP will give you a **referral** when he/she needs to see a **specialist**
- ◆ You may need to have prior authorization from your HMO before receiving some services



- ◆ Your child's PCP must be available 24 hours/day, 7 days/week to manage care through his/her office or by telephone. If you can't reach your child's PCP, call his/her HMO's 24 hour number for help
- ◆ Your HMO will help you get medically necessary physical, speech, and occupational therapies for your child
- ◆ When your child goes for care, always remember to bring his/her current Medicaid and HMO member identification cards

You are your child's best advocate. If you have a problem getting service for your child through the HMO, please talk about this with your HMO care manager. If your concerns are not resolved you have a right to complain. Every Medicaid managed care plan has a way to help you share your concerns. Those steps are in your HMO member handbook.

Tips to help you **appeal** are described below:

1. Before you call your HMO, have all your information with you: child's full Medicaid and HMO member identification numbers, name, date of birth, social security number and a telephone number where you can be reached.
2. Call the HMO. Ask for **member services** or care management, and write down the date, name and number of the person you talk to. First, try to fix your problem over the telephone. You may find it helpful to keep a record of all contacts made with your HMO.
3. If you do not agree with the HMO's response, there are ways to get help:
 - ◆ See your HMO member handbook for your appeal rights,
 - ◆ At any time, you can call the Medicaid Managed Care Hotline: **1-800-356-1561**.

If your plan does not meet your child's needs, you may call the State Health Benefits Coordinator at **1-800-701-0710**.

The Coordinator can talk to you about:

- ◆ How to select a plan that meets your needs
- ◆ How to receive a list of providers in the HMO Network
- ◆ How to transfer from one HMO to another, and/or disenroll

Caring for a child with special needs in New Jersey Medicaid managed care involves the parent/caregiver, PCP, care manager, state agencies, case manager(s), advocacy groups and the HMO working together. Your child's needs require you to ask questions and decide what you feel is best. Here are some common examples of concerns you may have:

1. Needing to have an HMO care manager assigned to work with you/your child
2. Unable to:
 - ◆ see a specialist who works with children
 - ◆ see a healthcare professional, such as a doctor, nurse practitioner, or dentist who speaks your language
 - ◆ schedule a physical exam
 - ◆ get Medicaid transportation
 - ◆ get durable medical equipment

- ◆ get medication
 - ◆ locate a handicapped accessible doctor's office
 - ◆ receive quality medical care
 - ◆ find a doctor you are happy with
3. Being refused care
 4. Receiving a bill you are not supposed to pay
 5. Getting the help you need when you call your HMO



For help with these issues contact your HMO first. If you are not satisfied, call: The New Jersey State Medicaid Managed Care Hotline at **1-800-356-1561**.

* Please note: words in **bold** print are explained on the last page in the "Words To Remember" section.